

HOW TO USE *Handi - Ride*

- . Handi-Ride operates between 6:00 A.M. and 6:00 P.M., Monday through Friday except on City Holidays.
- . To schedule a ride, **call 256-427-6857**, between 6:00 A.M. and 5:00 P.M. if possible. If you call after 5:00 P.M. or on the weekend, leave a message on the answering machine. We will call you back.
- . Give us as much notice as possible. You may schedule up to thirty days in advance or by 2:00 p.m. the day before.
- . It takes 1 ticket per trip to ride. Tickets cost \$2.00 each. You can purchase tickets in our office or by mail. Call 256-427-6811 for more information.
- . **Be ready one hour before you are scheduled to arrive at your destination.**
- . If you are ambulatory, the driver will pull to the curb in front of your house and sound the horn. You should go out to the van or signal from the house that you need help getting to the van.

If you are non ambulatory or if you are vision impaired and traveling without an

escort, the driver will assist you to the van **from the entrance door** of your house or Building. He will also assist you from the van to the **entrance of the building** to which you are traveling.

**Drivers are not permitted to enter any house, apartment or building!
If you need help past the building entrance, bring an escort with you.**

- . One escort (person traveling with you to help you to and from the van and around inside the building once you arrive) may travel with you on the van free of charge. Tell the dispatcher when you schedule if you will have an escort with you.
- . After arriving to pick you up, the driver can wait only three (3) minutes. After 3 minutes if you are not ready to go he or she will have to continue to the next person and your trip will be lost. Your trip will be counted as a "NO SHOW".
- . You can cancel a trip any time up to an hour before your scheduled appointment.

An on time cancellation avoids a "NO SHOW".

- . Three "NO SHOWS" within one year can cause you to not be able to use Handi-Ride for up to one month.

. When you are ready to return, call **256-427-6857**. A van will come for you within an hour of your call.

- . You will find the HANDI-RIDE drivers are safe, courteous and helpful. If you have a compliment, comment or question, call us.

PLEASE REMEMBER THE FOLLOWING RULES!

- . Drivers are not permitted to move wheelchairs up or down steps of any kind. If there is not a ramp for your wheelchair, have someone with you who is able to move your chair up or down the steps.
- . Drivers are not permitted to assist with large numbers of packages or grocery bags. Do not bring on board more than you can carry and hold in your lap during your trip.
- . Drivers are required to collect a ticket for your trip. Please help by having your ticket ready when you board.

You Can Ride Handi-Ride If:

- . You live within $\frac{3}{4}$ mile of a Shuttle Bus route and you have a disabling condition that prevents you from using the Shuttle Bus to travel to your destination.
- . If You are elderly (over 65) or you are disabled as above and live in the Huntsville City Limits but not close to the Shuttle Bus routes, you are eligible to ride if there is space available to schedule your trip.

. In order to schedule a Handi-Ride trip you must have a completed application on file.

Call 256-427-6811 for more information or to have an application sent to you.

**Hearing Impaired?
Call the Alabama Relay Service
1-800-548-2546 (TTY)
1-800-548-2547 (Voice)**

**A Public Transportation
Service for
Persons with Disabilities**

256-427-6857

